



Unified Community Services
Serving Grant and Iowa Counties

Unified Community Services is seeking applicants for a full-time **COMPLIANCE / BUSINESS MANAGER**. The position is responsible for ensuring Unified Community Services adheres to federal, state, and local regulations, maintaining compliance with administrative, healthcare, and human resource requirements. This role also facilitates quality assurance programs to continuously improve service delivery and maintain certifications across the agency. The Compliance/Business Manager works closely with leadership, team leads (TLs), and various departments to enhance organizational compliance, streamline processes, and maintain high standards of service.

Responsibilities:

Compliance/Quality Assurance

- Coordinate certifications and re-certifications for programs, submitting applications and facilitating audits.
- Ensure compliance with and accurate documentation for staff licensures/credentials, credentialing, continuing education units, supervision hours, trainings, certifications, liability insurance, reference and background checks and ensuring compliance with licensing requirements.
- Implement and track quality assurance processes across the agency, conducting quarterly audits and reporting to stakeholders. Develop and monitor quality assurance tools and reports, identifying areas for improvement and facilitating corrective actions. Facilitate annual policy and procedure reviews, ensuring updates are implemented and documented.
- Manage misconduct reporting and caregiver misconduct processes as per policy.
- Serve as the agency's HIPAA Privacy Officer, ensuring compliance with privacy regulations.
- Serve as the Client Rights Specialist, investigating and mediating grievances in accordance with policies.
- Track and manage civil rights compliance plans, coordinating with county personnel.
- Ensure compliance with Medicaid, Medicare, and state-specific requirements for all programs.
- Support Human Resource Generalist in ensuring compliance with HR requirements, including required postings, onboarding, credentialing, and training.

Business Management

- Assist with the coordination and documentation of board and committee meetings, ensuring compliance with open meeting laws.
- Manage client satisfaction surveys, analyze data, and report findings for service improvement.
- Support leadership with various projects, including the creation and distribution of agency reports, agency record keeping, training arrangements, facilitating general building maintenance and other duties as appropriate.

Qualifications:

Minimum Qualifications

- Associate's Degree in Business Administration, Healthcare Administration, or a related field.
- Strong understanding of industry standards, state statutes, and HR requirements (DHS, HIPAA, Medicaid/Medicare, etc.).
- Exceptional organizational, communication, and problem-solving skills.

Preferred Qualifications

- Bachelor's degree in Business Administration, Legal Studies, Project Management, or a related field.
- 2+ years of experience in compliance and quality assurance, preferably in a healthcare or administrative setting.
- Experience with Trauma-Informed Care and promoting a healthy workplace environment.

Competitive salary and comprehensive benefit package, including Wisconsin Retirement System, health, life and disability insurance, training, and paid time off.

Screening of applicants will begin immediately and will continue until the position is filled. Submit resume and letter of interest to:

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EOE/AA/CRC